



Insight supports Seguros RGA in the collaboration, communication and well-being of its employees

Story Snapshot

Seguros RGA wanted to improve the company's collaboration and employee well-being, as well as create an easy way to share news and information internally. With the support of Insight:

- A Microsoft Viva Insights tool was implemented.
- A SharePoint was created as a communication portal for its employees, with the functionalities of Viva Connections, which was called Comunicate.



Background

Seguros RGA is more than just an insurance company, it is made up of the sum of 29 "Cajas Rurales" (Cooperative Banks) and their subsidiaries. It has more than one million customers and a team of more than 200 employees with a clear vocation for quality and the satisfaction of their customers, who have been trusting them for more than 30 years.

Challenge

Employee experience is one of the hottest topics lately when it comes to digital transformation. After a long-time using Microsoft 365 at Seguros RGA, the HR department wanted to boost the collaboration habits and patterns of its employees, so it turned to Microsoft VIVA Insights.

The department's goal was to find the best action plan backed by statistics to help improve the digital wellbeing of their employees.

In addition, they wanted to set up a communications portal to share news with their employees and make Viva Insights reports easily accessible to managers.

"Our partnership with Insight has helped us to better understand collaborative working and to analyse more deeply how important it is to have tools that measure the use of the technology the company is implementing in the workplace. This will help all employees grow both personally and professionally."

Esther Pérez Bravo, Dirección de Personas, Seguros RGA

“We have experienced the professionalism and knowledge of the Insight team, their availability at all times, their support with incidents that have arisen and their capacity to adapt on the project.”

José Manuel Pajuelo, Gerente de Infraestructura y Gobierno IT, Seguros RGA

Solution and Outcome

Insight’s strategy was to align with Seguros RGA managers to understand and define their objectives and needs. It also supported their technical department in the deployment and precise configuration of Microsoft Viva Insight as it has many parameters to ensure data privacy and confidentiality.

The first dashboards and metrics were then generated providing the first conclusions, and then a communication SharePoint was created internally called “Comunicate”. This communication site was developed with audience identification, allowing Seguros RGA to separate the content seen by each employee according to their position.

Additionally, a dashboard provided by Microsoft on the company’s carbon footprint impact was launched.

Finally, an adoption and training strategy was prepared to pass on all the knowledge to the client’s project team.

Thanks to this project, the Human Resources department is now skilled in the use of the tool, enabling them to support action plans to improve the well-being of their employees with relevant metrics.



Why Insight?

Seguros RGA entrusted this project to Insight due to a series of factors that made Insight the ideal partner for it.

The long-standing relationship between Insight and Seguros RGA through the sale of Microsoft licences, the advice on the definition of the required solution, the company’s training possibilities, the adoption plan for the solution, the flexibility in accepting the client’s ideas as its own, and its extensive experience and knowledge of Microsoft products and its functionalities.

RESULTS

200+
Metrics

Metrics that provide accurate data on collaboration patterns.

4 Predefined
Dashboards

and an ad-hoc one on the impact on carbon footprint.

9
Conclusions

with relevant information to assist in decision-making.

10 Pages in the
Comunicate Site

with related information that helps to improve communication.